

Job Description: Museum Store Associate (Part-Time)

Position: Museum Store Associate

Location: The Weitzman National Museum of American Jewish History, Philadelphia, PA

Employment Type: Part-time, **Weekends required**

Reports to: Retail Manager

Overview:

The Weitzman is dedicated to presenting educational and cultural programs and experiences that preserve, explore, and celebrate the history of Jews in America. The core educational work of the Museum focuses on advancing civil discourse and combating antisemitism through education.

The Weitzman National Museum of American Jewish History (The Weitzman) seeks a motivated and detail-oriented Museum Store Associate to join our team. This role is multifaceted and crucial to the smooth operation of our store, providing excellent customer service, fulfilling web orders, and handling front-of-house sales. The ideal candidate will have significant experience in shipping and retail and be highly computer-literate, organized, and professional. Knowledge of Judaism is a plus. Shopify experience, and visual merchandising and display skills a plus. Weekends are required.

Key Responsibilities:

- **Customer Service:**
 - Provide exceptional customer service in-person, over the phone, and online.
 - Assist customers with product inquiries, purchases, and returns.
- **Retail Sales & Operations:**
 - Assist with front-of-house sales, including operating the cash register and handling transactions.
 - Maintain a clean and organized store environment.
- **Order Fulfillment & Shipping:**
 - Accurately process, pack, label, and ship Shopify online orders promptly.
 - Manage inventory, ensuring that all products are correctly stocked and available.
 - Coordinate with shipping carriers and resolve any shipping issues that may arise.
 - Handle customer concerns and feedback professionally and efficiently.

- **Administrative & Technical Tasks:**

- Utilize computer systems to manage inventory, sales data, and customer information.
- Perform data entry and manage records accurately.
- Assist with online store management, including updating product listings and processing online payments.

Requirements:

- **Experience:**

- Previous retail experience, preferably in a museum or cultural institution, or specialty store.
- Significant experience in shipping and order fulfillment.
- Shopify experience a plus.
- Store display & visual merchandising a plus.

- **Skills:**

- Highly computer-literate with proficiency in point-of-sale systems and online platforms.
- Strong organizational skills with attention to detail.
- Excellent communication skills, both written and verbal.
- Ability to work independently and as part of a team.

- **Physical Requirements:**

- Ability to stand for extended periods.
- Ability to lift and carry items weighing up to 50 pounds.

- **Additional Qualifications:**

- Knowledge of Judaism and Jewish culture is a plus.
- Flexibility to work weekends and holidays essential.

Benefits:

- Competitive rate \$16.50 - \$18.50/hr
- Opportunity for the position to become full-time in the fourth quarter.
- Employee discount on store merchandise.

To Apply: Submit resume and salary requirements to Employment@theweitzman.org

Equal Opportunity Employer:

The Weitzman is an Equal Opportunity Employer (EOE) and encourages candidates of all backgrounds to apply.

